

Background Record Check (BRC) Regional Office Information Sessions

Southeast Massachusetts and the Cape (Region 5), Tuesday, July 1

Northeast Massachusetts (Region 3), Wednesday, July 2

Metropolitan Boston (Region 6), Tuesday, July 8

Central Massachusetts (Region 2), Thursday, July 10

Western Massachusetts (Region 1), Friday, July 11



**MASSACHUSETTS
Department of
Early Education and Care**



Agenda

- Objectives for the meeting
- Overview of BRC trends
- Discussion of EEC's approach to improving the BRC process
- Introduction to the new BRC Manager
- Question and answers about the system and the BRC process and procedures

Objectives of the Information Session



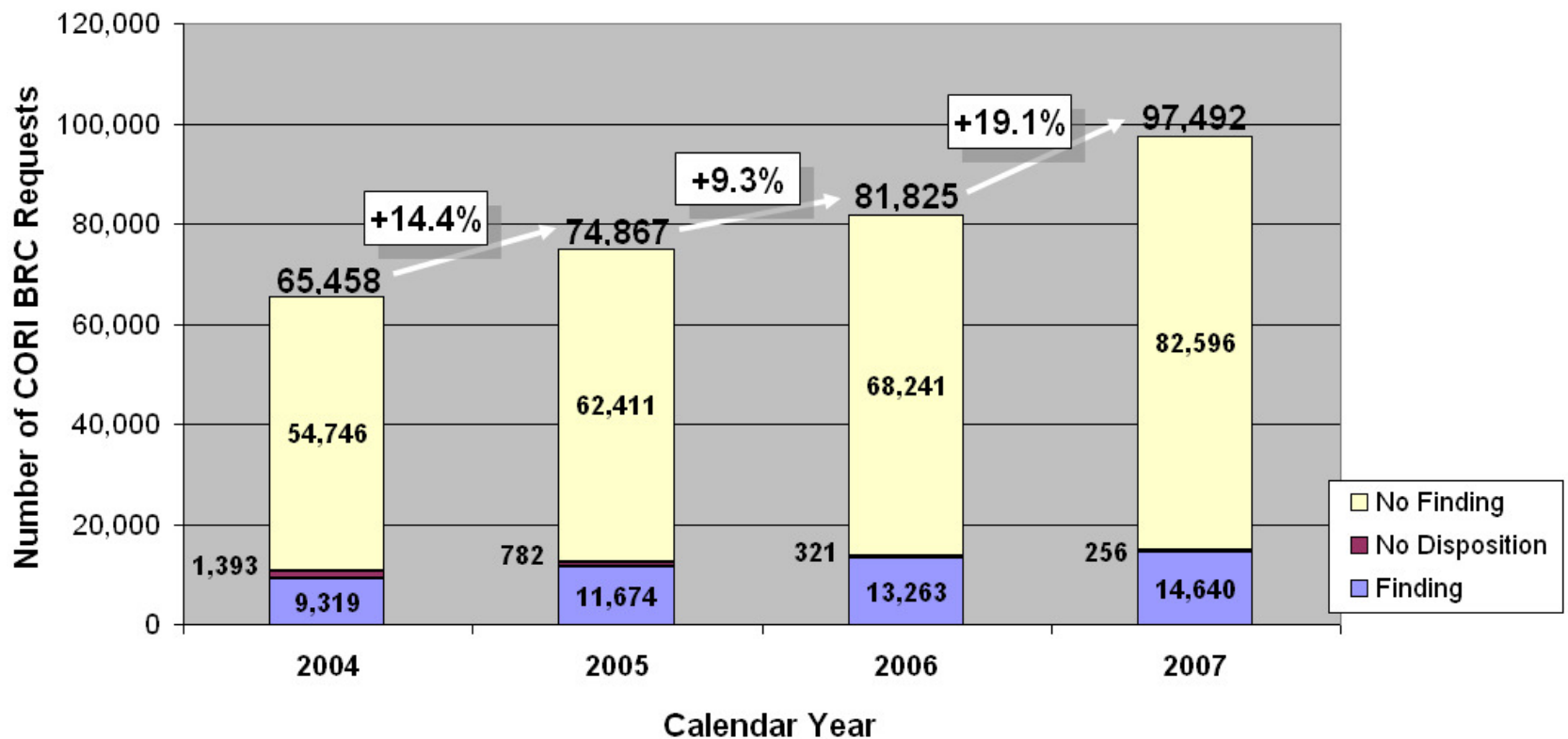
- Today's information session is a discussion of EEC's policies, procedures, and tools regarding background record checks
 - This session is part of a series of out-reach efforts by EEC to promote a dialogue about this shared business process
 - These sessions are intended primarily to aid your understanding of the BRC process and to solicit ideas from programs on how to improve that process
 - Participants are invited to ask questions throughout the meeting
- Ideas from today's sessions will help EEC:
 - Clarify its regulations and oversight policies
 - Identify functionality for subsequent releases of the BRC Manager
 - Refine the training materials associated with the new application

EEC Processes More BRC Each Year



EEC processed nearly 97,492 CORI BRC requests in calendar year 2007. This represents a 19.1% increase from 2006 and a 48.9% increase from 2004. 84.7% of the CORI requests processed in 2007 resulted in “No Finding.”

Annual Total CORI BRC Requests by Finding Type

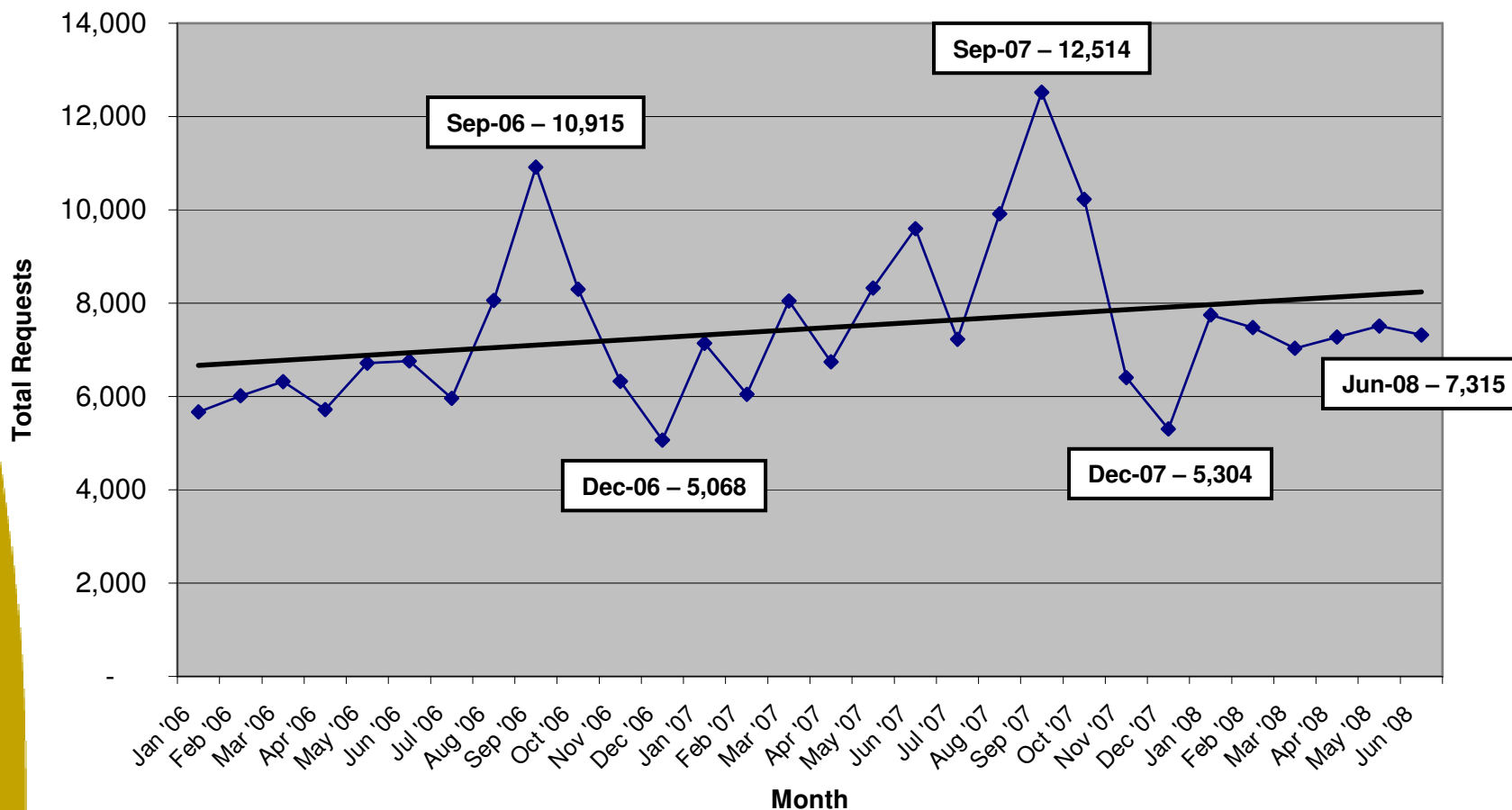




Steady Month-to-Month Increases

Month-to-month, EEC experiences a steady upward trend in the total number of BRC requests. EEC tracked continuing increases at the beginning of this year (January was up 8.5% ▲ over last year and February was up 23.6 % ▲). That increase has since leveled off or declined slightly.

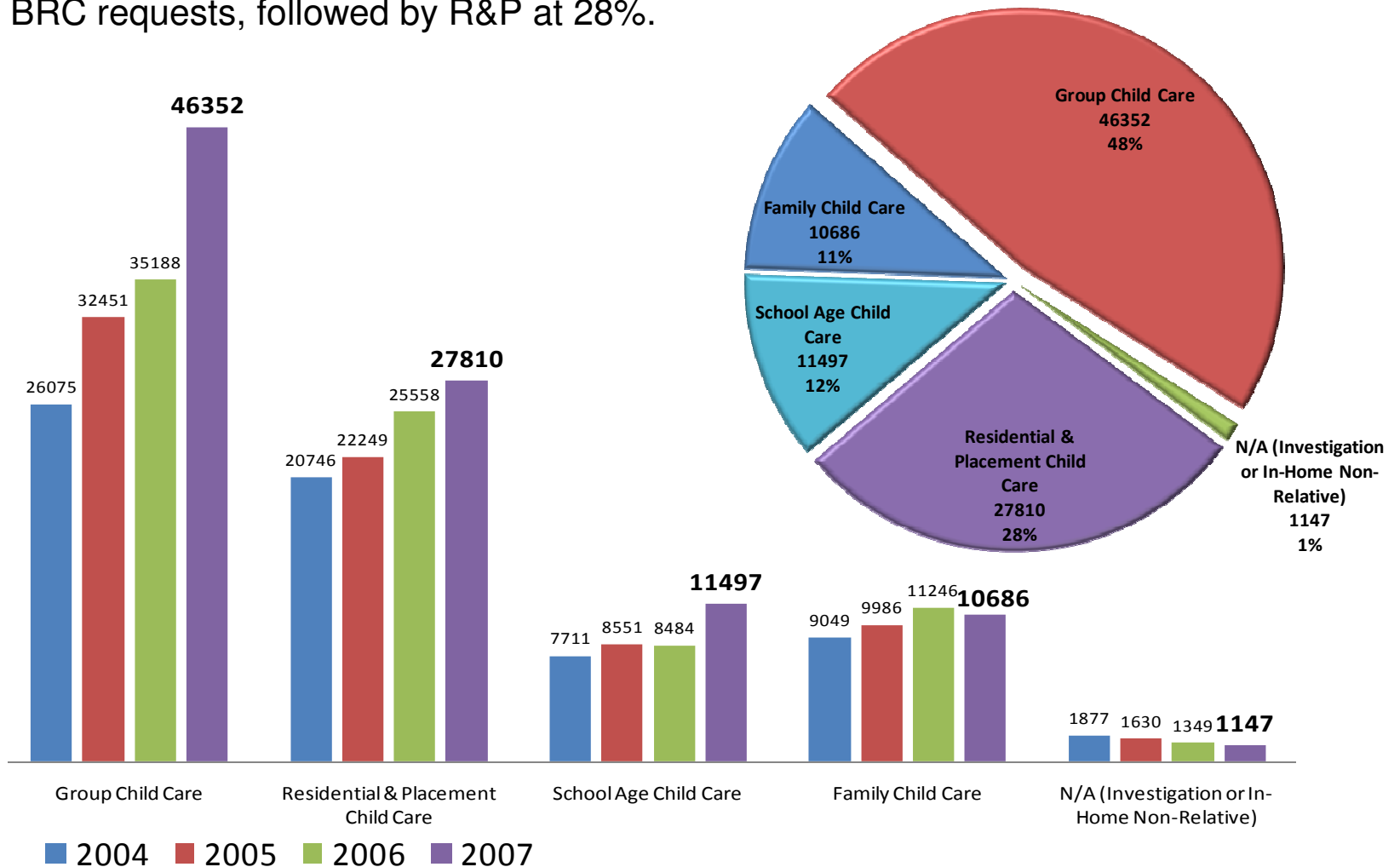
Total Monthly CORI BRC Requests
(January 2006 through June 2008)



Most Requests Are By Group and R&P Programs



From 2004 through 2007, there were increases in the annual number of BRC requests for each of the four main program groups: GCC (78% ▲), SACC (49% ▲), R&P (34% ▲), and FCC (18% ▲). Group Child Care accounts for nearly half of all BRC requests, followed by R&P at 28%.

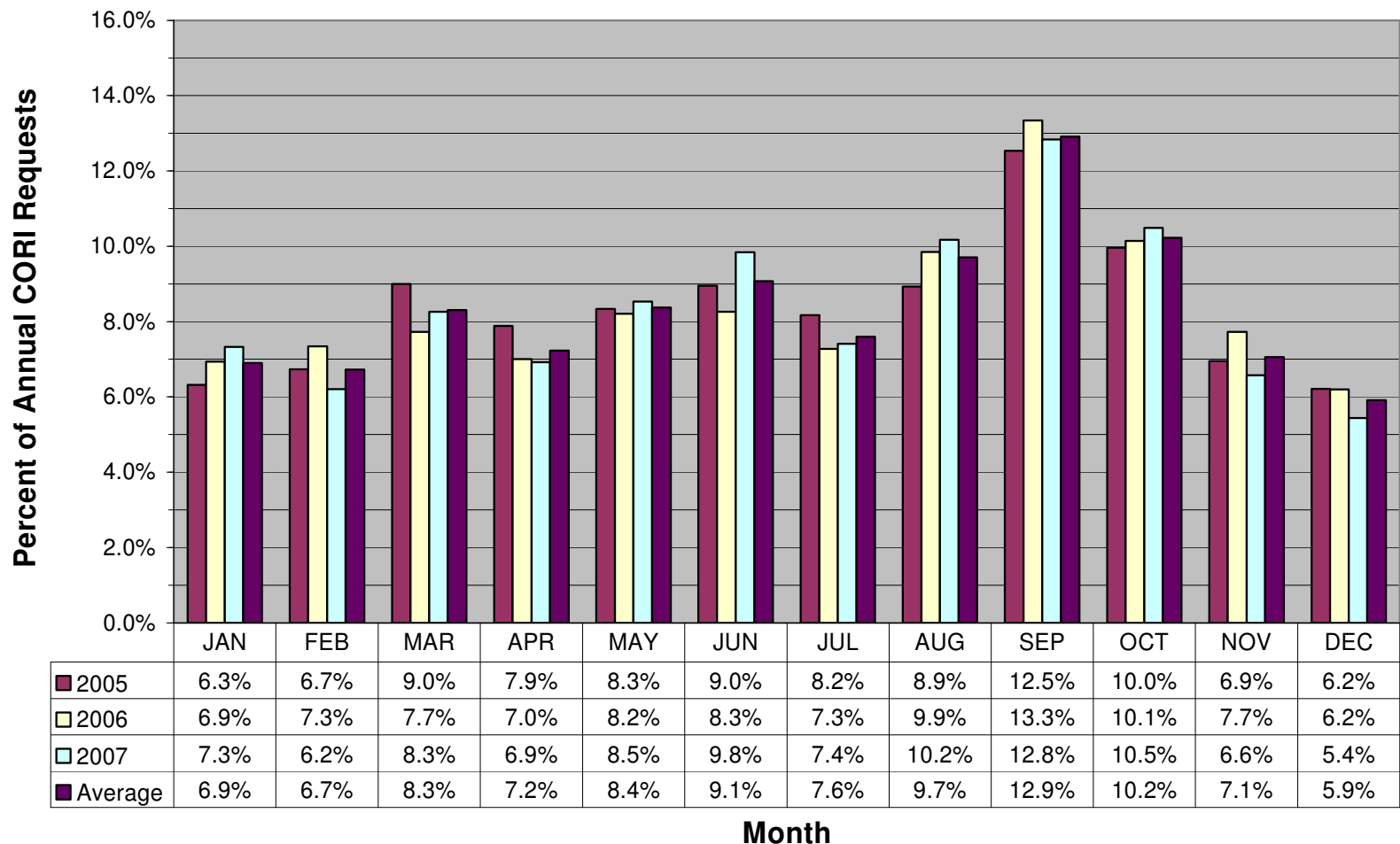


BRC Requests Come in Cycles



EEC tends to experience a major spike in BRC requests in late summer (August through October) and smaller spikes in March and May/June. November through February have the fewest BRC requests.

Monthly Percent of Annual Total BRC Requests (2005 to 2007)

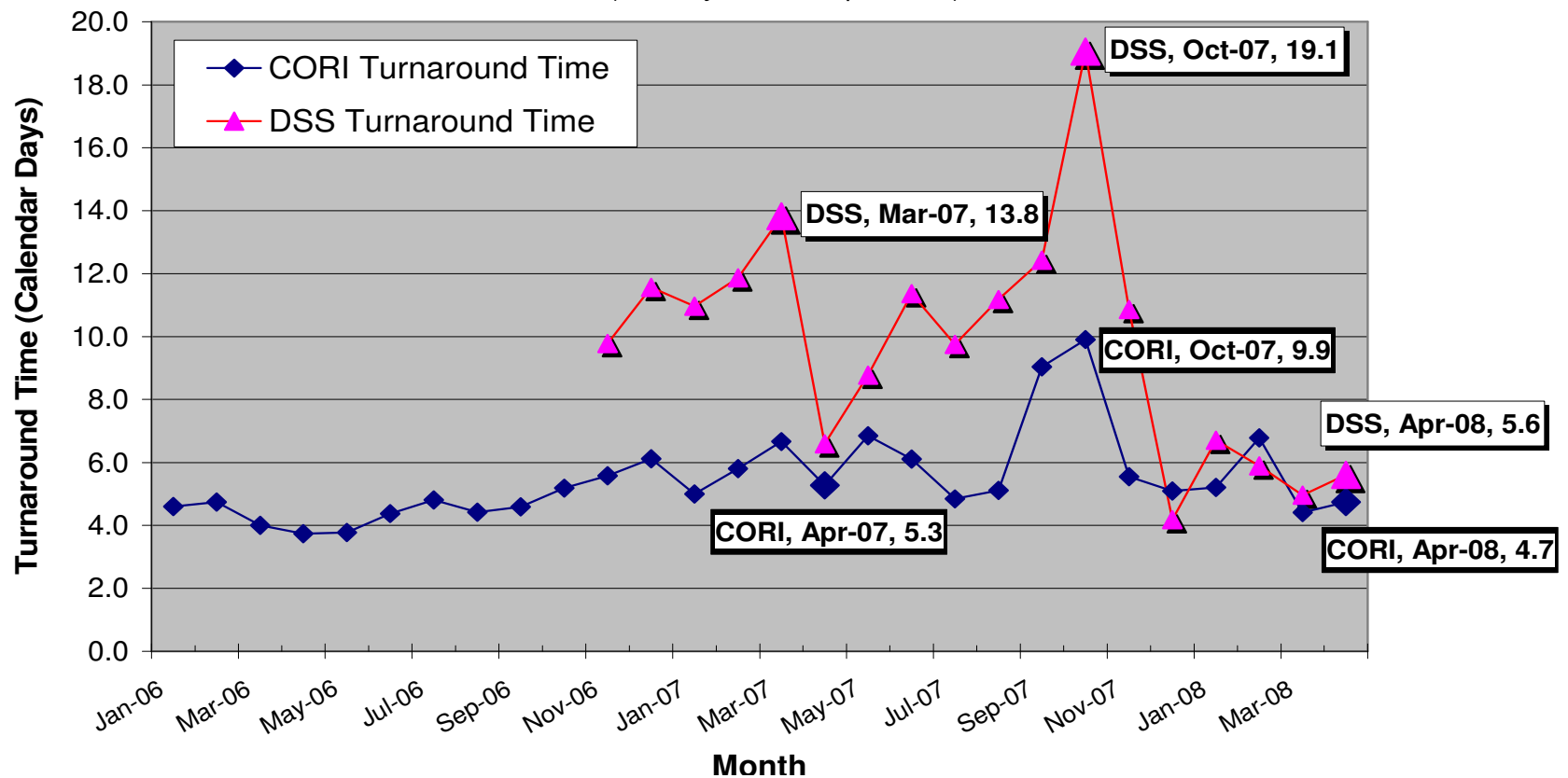


EEC Tracks Average Turnaround Time for BRC Requests



CORI BRC request turnaround had been steady at around 4 to 5 calendar days prior to the introduction of DSS BRC requests in November 2006. In 2007, CORI turnaround increased and spiked last fall with DSS turnaround time. Since then, both BRC checks have returned to around 4 to 7 days to process.

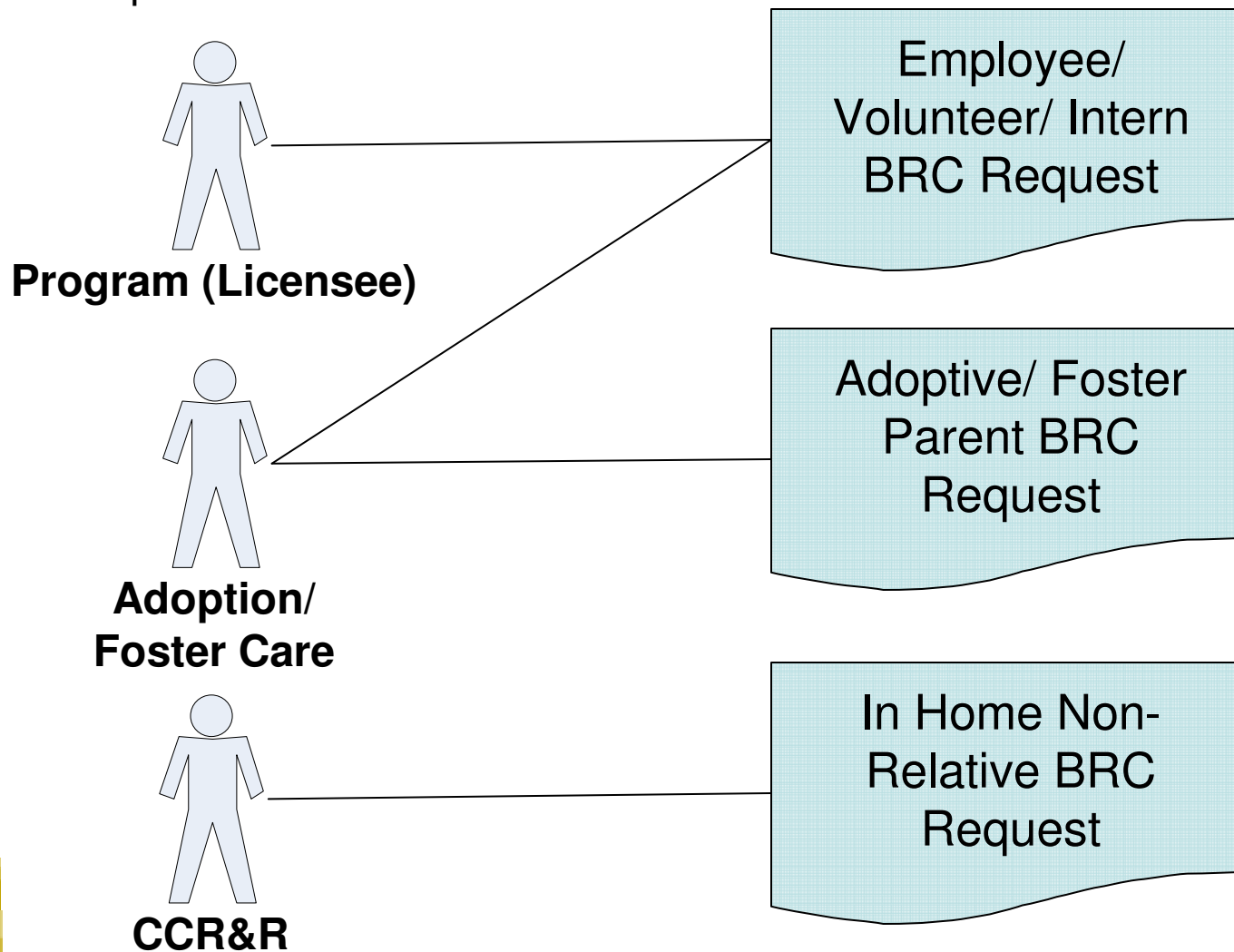
Average Monthly BRC Turnaround Time in Days
(January 2006 to April 2008)





Current BRC Process

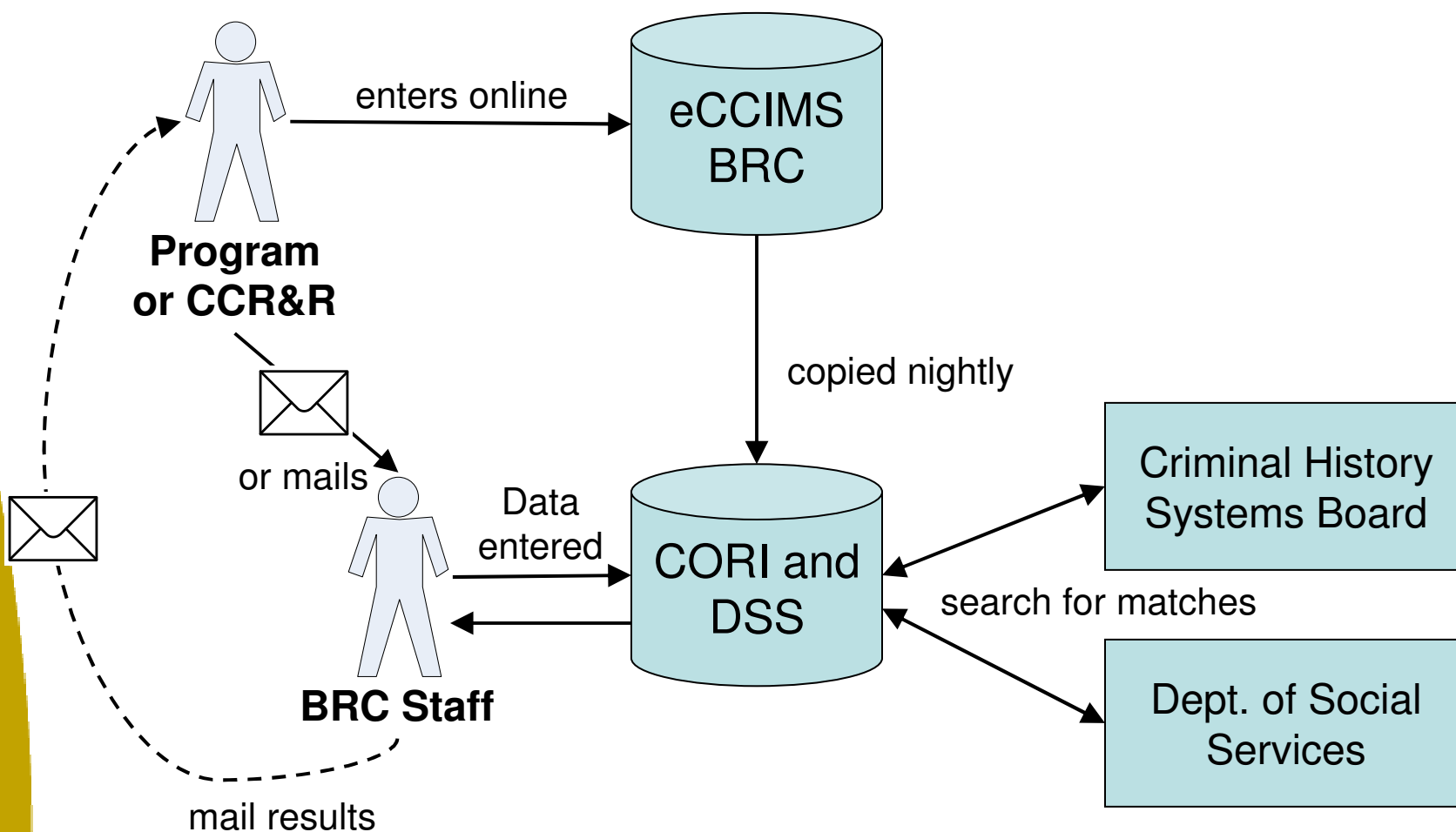
Currently, EEC receives three types of BRC requests online via the BRC component of eCCIMS.





Current BRC Process

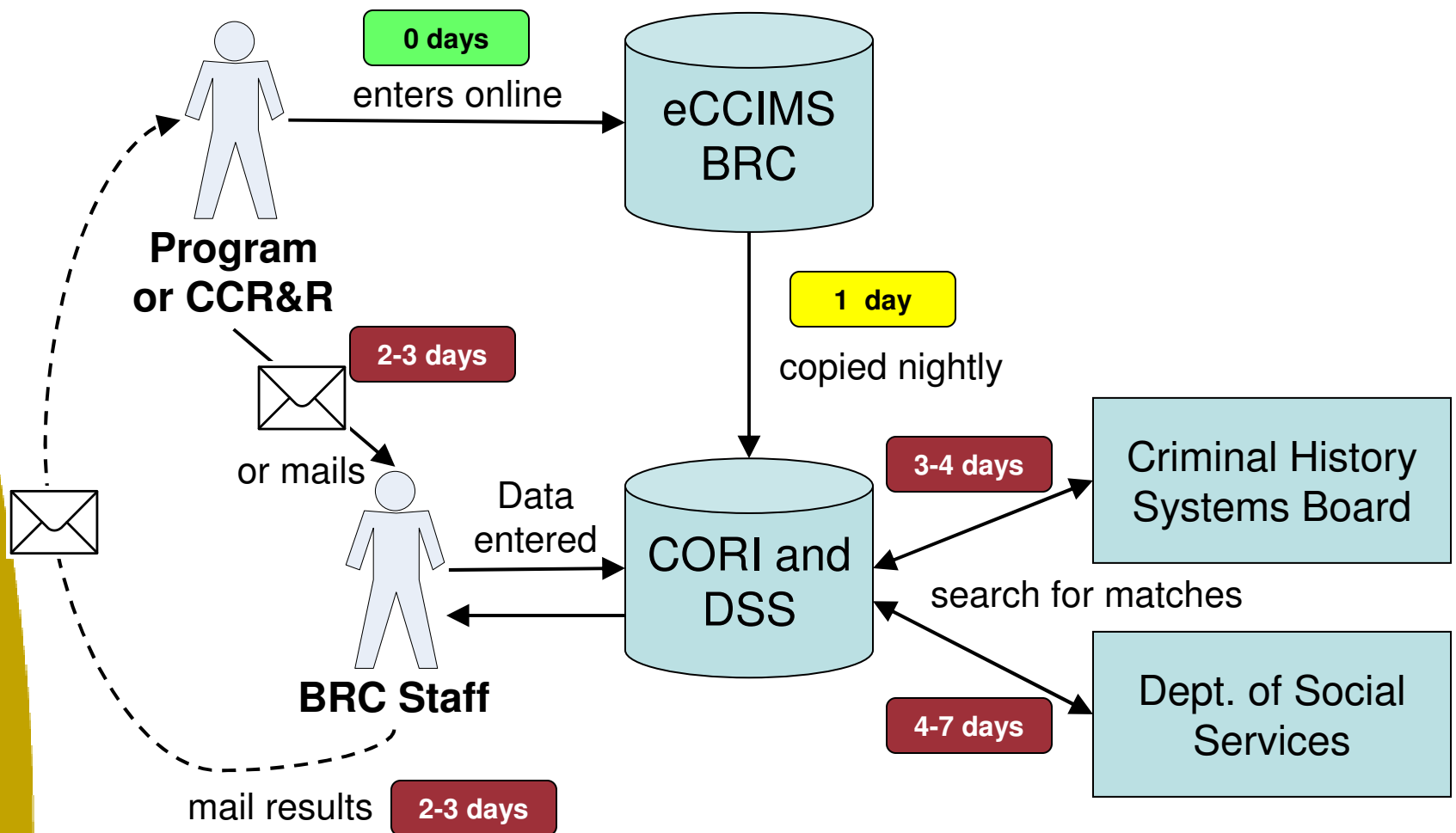
BRC requests are received online or in mail. Each is processed against databases at CHSB and DSS. The results are then mailed to programs.





Delays in the Current Process

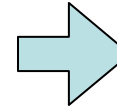
EEC has identified delays in several critical parts of the BRC process. Resolving some of these delays requires coordination with other agencies.



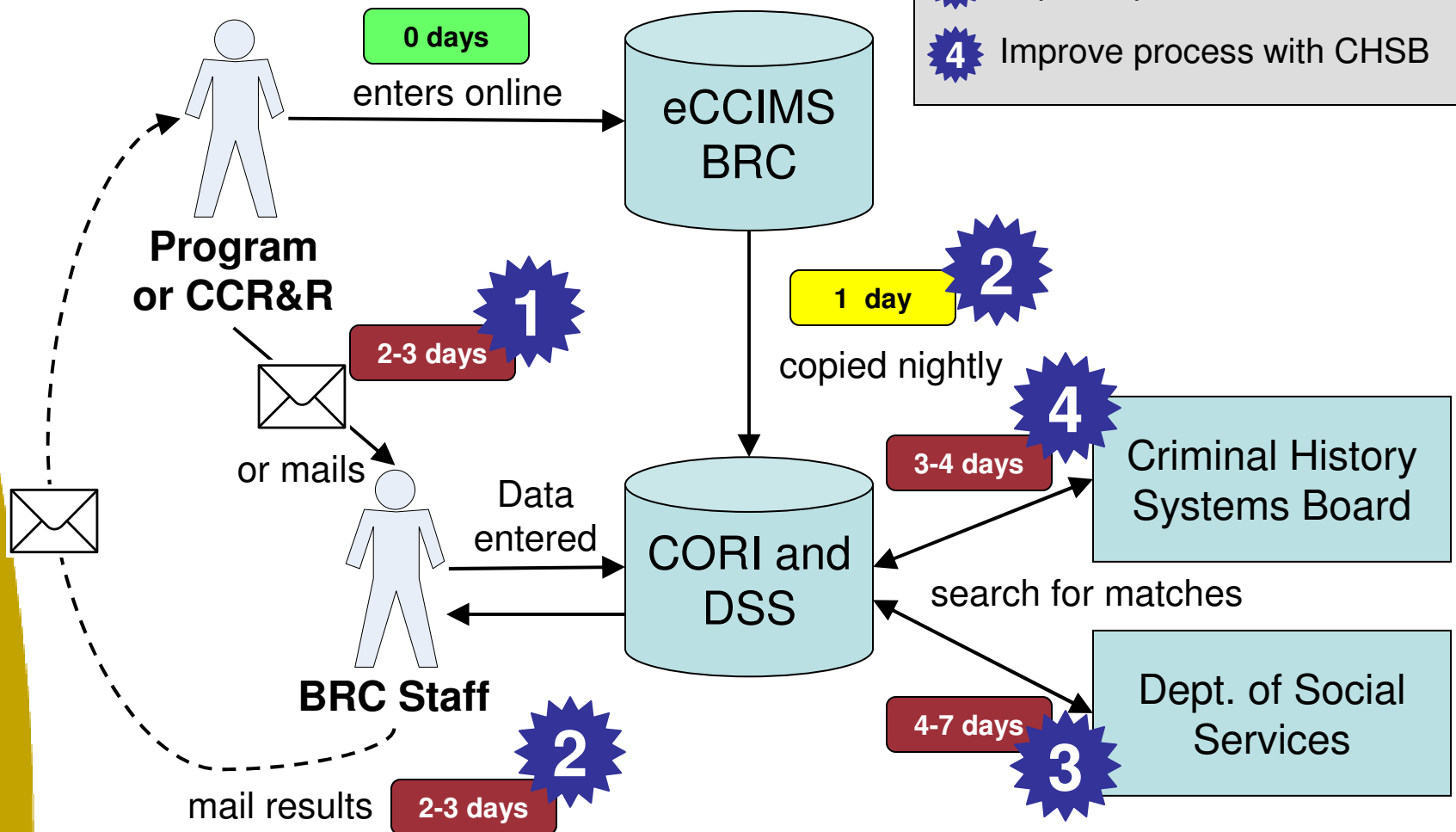
EEC's Approach to Speeding the BRC Process



EEC is in Phase 2 of its plan to improve the timeliness of BRC responses.



- 1** Encourage online entry ✓
- 2** Provide online notifications
- 3** Improve process with DSS
- 4** Improve process with CHSB



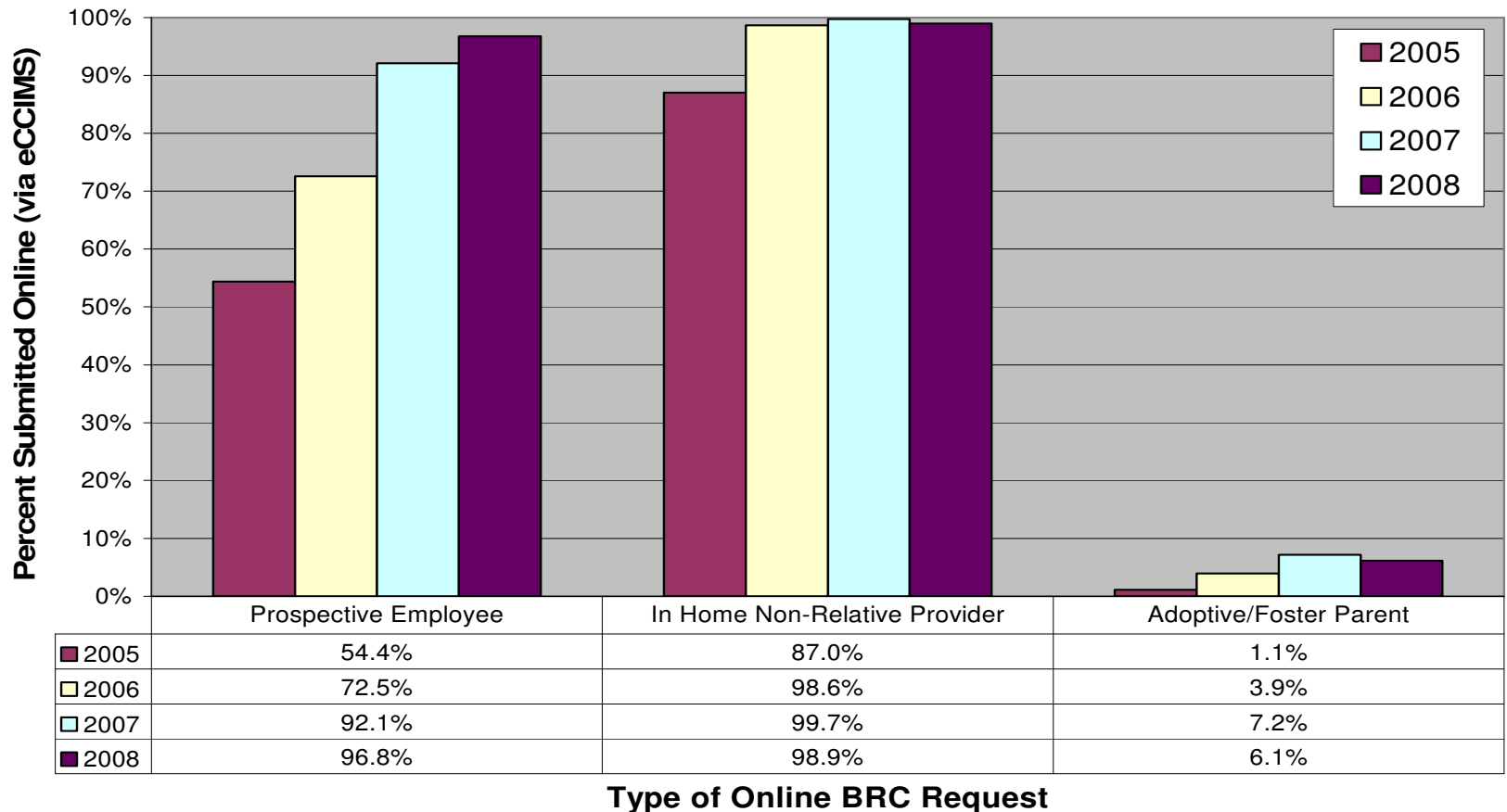
1

Phase 1: Encourage Online Entry



EEC is approaching near full online participation for Prospective Employee (96.8% in 2007) and In Home Non-Relative (98.9% in 2007) BRC submissions. Most Adoptive/Foster Parent requests are still mailed to the Central Office.

Percent of BRC Requests Originating Online from eCCIMS



Phase 2: Provide Online Notifications



The highlight of the current phase of the BRC process improvements is the creation of the new BRC Manager. This application will allow EEC to notify you of the vast majority of BRC results online. It was released on June 23.

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Home BRC Request BRC Results & Report Employment Decision User Administration Logout

Hello Jack Sparrow

Welcome to the Commonwealth of Massachusetts Department of Early Education and Care's Background Record Check (BRC) Manager application.

Your BRC Dashboard

Here is the status of your licensee's BRC requests:

- [0 BRC requests being processed by EEC](#)
- [0 BRC requests completed in the last 10 days](#)
- [0 BRC requests completed in the last 60 days](#)

Forms and Reports

- [Print BRC Consent Form](#)
View/Print the applicant's consent form to do a BRC
- [Generate BRC Request History Report](#)
View/Print reports of the BRC request history

Process Background Record Checks

- [Submit BRC Request](#)
Create a new background request for your licensee
- [View Pending and Completed BRC Requests](#)
View a list of previously submitted BRC requests
- [Record Employment Decisions](#)
Track the history of BRC requests for your employees
- [View Employee Listing](#)
View the BRC history of your employees

User Administration

- [Manage Your User Account](#)
Change the settings for your BRC Manager user account
- [Request Access as a Reviewer](#)
Request approval to serve as a reviewer for your licensee

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Benefits

- Allows authorized Reviewers to **view and print approved/cleared BRC results online**
- **Reduces the time** it takes EEC to notify you of most of your BRC requests **by 2-3 days**
- **Saves paper and postage** (~150,000 letters and 400 reams of paper)
- Provides **new tools for programs** to track who they have "BRCed" and when
- Helps **facilitate the re-submittal of BRC** requests with your licensing renewal cycle

2

In progress

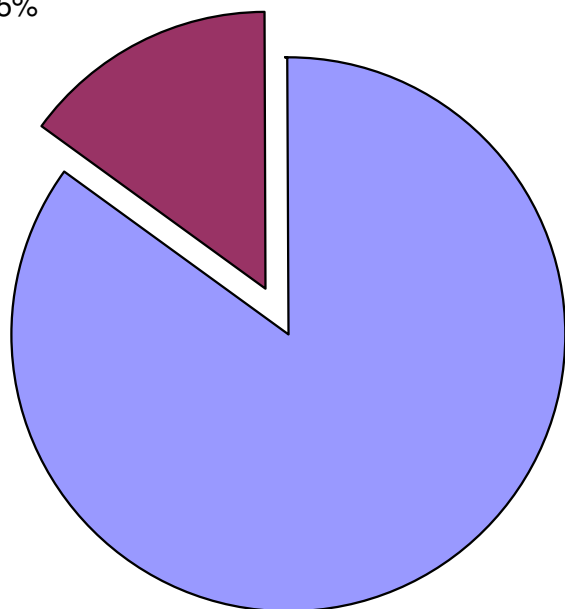
Phase 2: Provide Online Notifications



Phase 2 will provide online notifications for “approved/cleared” or “no finding” results for both CORI and DSS BRC. Programs will be able to print the results from the new application and continue with their hiring process for most requests without additional delay.

CORI Approved/Cleared

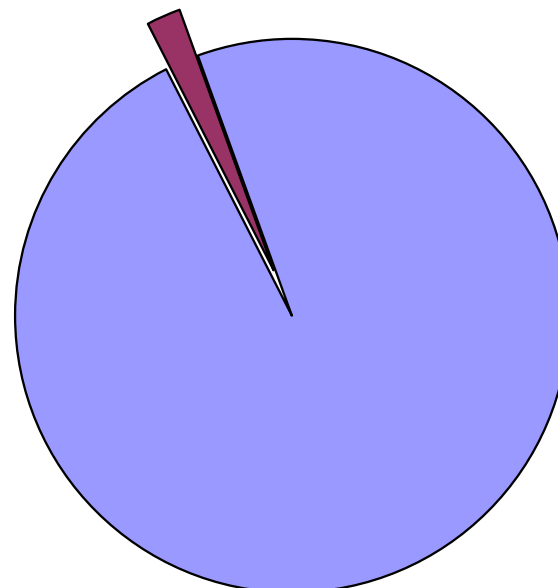
Other Dispositions,
15%



**Approved/
cleared,
85%**

DSS Approved/Cleared

Other Dispositions
2%



**Approved/
cleared
98%**

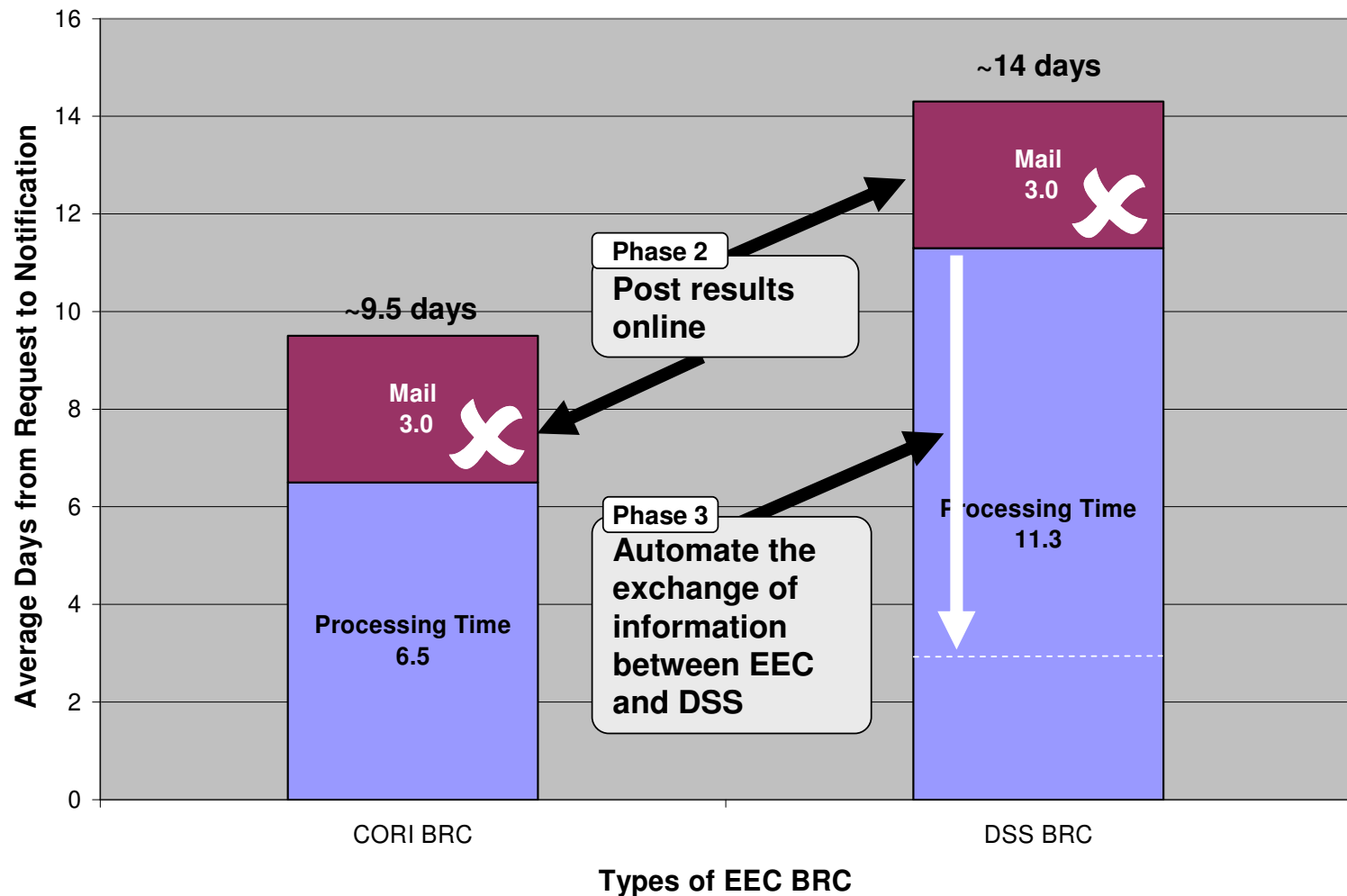
2

3

Anticipated Improvements from Phases 2 and 3



EEC's BRC 2nd and 3rd Phases will address the time delay due to mailing for the vast majority of BRC requests and should significantly improve the turnaround time for DSS BRC requests.



BRC Manager is Accessed from EEC's Single Sign In (SSI)



[EEC Home Page](#) [SSI Home](#) [Help](#) [Contact EEC](#)

[Log Out](#)

Select the application you want to access.

[Electronic Child Care Information Management System \(eCCIMS\)](#)

[Background Records Check \(BRC\) Manager](#)



- To Add other EEC Applications to your profile, [Click here](#)
- To edit your profile, [Click here](#)
- To Change your password, [Click here](#)

[Un Registered Accounts?](#)

If you have an EEC account that has not been merged with your Single Sign In account, [click here](#)

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Step-by-step instructions on how to create a new user account are available on the EEC web site.

http://www.brainshark.com/maeec/SSO_Registration_Overview

BRC Manager Reviewer Home Page



The screenshot shows the BRC Manager Reviewer Home Page. At the top, there is a header with the 'eec' logo, 'MASSACHUSETTS Department of Early Education and Care', and the 'Mass.gov' logo. Below the header is a navigation bar with links: Home, BRC Request, BRC Results & Report, Employment Decision, User Administration, and Logout. The main content area is divided into three columns. The left column, titled 'Hello Jack Sparrow', contains a 'Your BRC Dashboard' section with a list of statistics: 4 BRC requests being processed by EEC, 0 BRC requests completed in the last 10 days, 10 BRC requests completed in the last 60 days, 1 new user registered in the last 30 days, and a note that the reviewer's privileges expire on 07/24/2010. Below this is a 'Process Background Record Checks' section with links to 'Submit BRC Request', 'View Pending and Completed BRC Requests', 'Record Employment Decisions', and 'View Employee Listing'. The middle column, titled 'Forms and Reports', contains links to 'Print BRC Consent Form' and 'Generate BRC Request History Report'. The right column, titled 'User Administration', contains links to 'Manage Your User Account', 'Request Access as a Reviewer', and 'Manage Your Licensee's Users'. At the bottom of the page, there is a footer with the copyright notice '© 2008 Commonwealth of Massachusetts' and links for 'User Agreement', 'Contact Us', and 'Help'.

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Home BRC Request BRC Results & Report Employment Decision User Administration Logout

Hello Jack Sparrow

Your BRC Dashboard

Here is the status of your licensee's BRC requests:

- [4 BRC requests being processed by EEC](#)
- [0 BRC requests completed in the last 10 days](#)
- [10 BRC requests completed in the last 60 days](#)
- [1 new users registered in the last 30 days](#)
- [Your reviewer privileges expires on 07/24/2010](#)

Process Background Record Checks

- ▶ [Submit BRC Request](#)
Create a new background request for your licensee
- ▶ [View Pending and Completed BRC Requests](#)
View a list of previously submitted BRC requests
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Request approval to serve as a reviewer for your licensee
- ▶ [Manage Your Licensee's Users](#)
View and manage the user accounts for your licensee

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The BRC Manager was released on June 23. A detailed audio-visual walk-through of the BRC Manager is available online on EEC's web site.



Request Reviewer Privileges

Request Reviewer Privileges

A reviewer is an individual authorized to view the results of the background record checks conducted by EEC as requested by the registered users of your organization. To become a reviewer, an authorized representative of your agency must first submit a request to EEC to authorize you as a reviewer. To download instructions on becoming an approved reviewer, click on the following link.

[Download Instructions on Becoming an Approved BRC Reviewer](#)

Once you have obtained written approval from EEC to become a BRC reviewer, enter the following information (as submitted on the original request to EEC).

Please note that * indicate all required fields.

Licensee Name: A Bright Beginning, Inc.

Reviewer's Name: Jack Sparrow

***Date of Birth:**

***SSN (last four digits):**

Submit Reviewer Request

Problems self-registering could arise if your name has changed or you submit different information than was on the original BRC reviewer application.

If you are a reviewer and have problems requesting reviewer privileges in BRC Manager, email the Help Desk and they can check on your status and assign the privileges (eechelpdesk@massmail.state.ma.us)



BRC Manager Key Functions

• All Users

- Submit a BRC request
- Print consent forms
- Print confirmation sheets
- View a dashboard of BRC statuses – **NEW**
- View the processing status of each request
- Search for when a BRC was last submitted for an individual – **NEW**
- Record employment decisions and status – **NEW**
- Resubmit a BRC for an employee – **NEW**
- Manage your user account

• Reviewers Only

- View and print the BRC results for “no finding” – **NEW**
- View all users for a licensee – **NEW**
- Enable and disable user accounts – **NEW**
- Receive email notifications when new users register – **NEW**
- View an extended dashboard including new users and your reviewer expiration – **NEW**

Submit New BRC Request



Submit BRC Request

Enter the details of your background record check request below. Please note that * indicate all required fields.

Applicant Information

*Last Name:	<input type="text" value="Sparrow"/>	*First Name:	<input type="text" value="Jack"/>	Middle Initial:	<input type="text"/>
Suffix:	<input type="text"/>	Alias Name 1:	<input type="text"/>	Alias Name 2:	<input type="text"/>
Maiden Name:	<input type="text"/>	*Address 1:	<input type="text" value="51 Sleeper ST"/>	Address 2:	<input type="text"/>
*City:	<input type="text" value="Boston"/>	*State:	<input type="text" value="MA"/>	*Zip Code:	<input type="text" value="02210"/>
*Birth Date:	<input type="text" value="06/21/1978"/>				

Applicant SSN (Full 9 digits OR Last 4 digits)

*SSN: ☐ I do not have a SSN.

Date and Location of Residence(s) for the Last 7 Years

Electronic submission of this information is not required. Please note, however, that all programs are legally required to obtain on the Employee/Volunteer/Intern Consent form, signed by the applicant, the date and location of all residence(s) of the applicant for the past 7 seven years and information regarding any states in which the applicant has resided.

Mail Results to (check Program or Licensee address)

- | | |
|--|--|
| <input checked="" type="radio"/> Program No.: 123456 | <input type="radio"/> Licensee No.: 123456 |
| Day School and Nursery Program | Day School and Nursery Program |
| 1500 MAIN ST | 1500 MAIN ST |
| ANY TOWN, MA 00000 | ANY TOWN, MA 00000 |

Certification of Completed BRC Consent Form

- ☒ I hereby certify that the applicant has completed and signed the EEC Employee/Volunteer/Intern Background Record Check Consent form and produced a government issued photo ID to verify his/her identity. In the case of a person age 15 or 16, who may not yet have a government issued ID, verification of identity of may be documented from another source acceptable to EEC, e.g., teacher or parent.

Continue BRC Request

NOTE: The application will not allow you to submit online unless you have at least one licensee-reviewer BRC user already established (so you do not end up submitting requests that cannot be read). Make sure your program always has at least one licensee-reviewer user account on the BRC Manager.

Viewing Pending and Completed BRC Results



Data Entry View

[Print Selected Records](#)

<input type="checkbox"/> Name	Request Date
<input type="checkbox"/> WONG, JOHNNY	05/05/2008

Processing History:

BRC Results:

CORI BRC Status			DSS BRC Status		
Current Status	Status Date		Current Status	Status Date	
Results Printed	05/05/2008		Results Printed	05/05/2008	
Results Printed	05/05/2008		Results Printed	05/05/2008	
Results Received	05/05/2008		Results Received	05/05/2008	
Request Sent	05/05/2008		Request Sent	05/05/2008	
Request Pending	05/05/2008		Request Pending	05/05/2008	
Completed			Completed		

Reviewer View

[Print Selected Records](#)

<input type="checkbox"/> Name	Request Date
<input type="checkbox"/> WONG, JOHNNY	05/05/2008

Processing History:

BRC Results:

CORI BRC Status			DSS BRC Status		
Current Status	Status Date		Current Status	Status Date	
Results Printed	05/05/2008		Results Printed	05/05/2008	
Results Printed	05/05/2008		Results Printed	05/05/2008	
Results Received	05/05/2008		Results Received	05/05/2008	
Request Sent	05/05/2008		Request Sent	05/05/2008	
Request Pending	05/05/2008		Request Pending	05/05/2008	
Approved/Cleared Print results and instructions			Completed/Mailed		

http://eec-dev-bos-002/brcmanager/ShowReports.aspx...

Department of Early Education and Care
EEC Background Record Check Unit
51 Shingler Street, 4th Floor
Boston, MA 02210 (617) 988-7001

To: PROGRAM ADMINISTRATOR
Fairy Tale Children's Center Inc.
14-20 LINDEN ST
ALLSTON, MA 02134-1737

Program Number: 291140
From: EEC Background Record Check Unit (617) 988-7001
Date: 05/11/2008
RE: Criminal History Records (CORI) Check for:

First Name Last Name	Other Names	Social Security #	Date Of Birth
ALISTY ALISTY		000000-1124	11/01/1988

A computerized search of the database of the Criminal History System Board, which is the repository for the criminal records of the Commonwealth of Massachusetts, indicates that the above-named individual has no record of convictions, pending criminal charges or criminal assignments in Massachusetts.

Note to Employer:

- It is your responsibility to ensure that the name, date of birth and social security number on this result match the information which was submitted. If there are any discrepancies, please contact the EEC Background Record Check Unit.
- This is the applicant's CORI record. It is your responsibility to obtain, review and approve the results (upload the 1200 Background Record Check and the Criminal Offender Record Information (CORI) check) before confirming an offer of employment.

EEC Background Record Check Unit
51 Shingler Street, 4th Floor, Boston, MA 02210

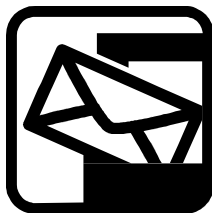
RE: CORI Confidential

Only reviewers can view BRC results or even know if they are online. Results are available for 75 days.

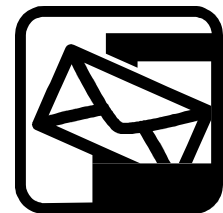


Where to Expect Notification

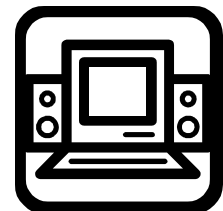
1. **Separate Notifications:** Notifications for CORI and DSS checks are handled separately. They are made available to you as soon as each individually is completed.
2. **All Findings By Mail:** For this phase of the BRC Project, all findings for either a CORI or DSS background check will be mailed to the address indicated on the initial submission.
3. **“No Findings” By Same Method You Submit:** EEC will return your results for “no finding” background checks the same way you submitted the request.



If you submit by mail, EEC
will notify you by mail





If you submit online, EEC
will notify you online



Generate BRC Request History Report



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[Home](#) [BRC Request](#) [BRC Results & Report](#) [Employment Decision](#) [User Administration](#) [Logout](#)

Generate BRC Request History Report

Enter the selection criteria below to generate a report of your licensee's previous BRC requests.

Please note that * indicate all required fields.

***Request Date Range:**  

From

To

Applicant Name:

Submit

Last

First

Name	Request Date	CORI BRC Status		DSS BRC Status	
		Current Status	Status Date	Current Status	Status Date
SPARROW, JACK	05/22/2008	Request Sent	05/22/2008	Request Sent	05/22/2008
SPARROW, JACK	05/20/2008	Request Received	05/20/2008	Request Received	05/20/2008
SPARROW, JACK	05/08/2008	Request Received	05/20/2008	Request Received	05/20/2008

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Record Employment Decision



Record Employment Decision

Enter the selection criteria below to search for a employment decision list.

Please note that * indicate all required fields.

*Location of Care:	Day School and Nursery Program	
Request Date Range:	05/01/2008	To 05/30/2008
Employment Status:	Intern/Volunteer	<input type="button" value="Get Results"/>

<u>Name</u>	<u>Request Date</u>	<u>Employment Status</u>	<u>Comments</u>	<u>Actions</u>
Sparrow, Jack	05/20/2008	Intern/Volunteer	Status scheduled to be updated to Employed on 06/02/2008.	<input type="button" value="Edit Info"/>

Applicant Name: Sparrow, Jack


Request Date: 05/20/2008


Employment Status: Intern/Volunteer

Comments: Status scheduled to be updated to Employed on 06/02/2008.

View Employee Listing



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[Home](#) [BRC Request](#) [BRC Results & Report](#) [Employment Decision](#) [User Administration](#) [Logout](#)

View Employee Listing

Below is a list of the individuals who have undergone background records checks and who you have indicated are employed with your organization. You can remove duplicates or individuals no longer employed from this list or request a new BRC using the action links below.

Filter by Location of Care:

<u>Name</u>	<u>Request Date</u>	<u>Location of Care</u>	<u>Comments</u>	<u>Action(s)</u>
Sparrow, Jack	5/9/2008	The Sharon Co-Operative Nursery and Day School, Inc.	Employed as of 05/26/2008	[Edit Info] [Not Employed] [Renew BRC]

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Key Statistics from the BRC Manager's 1st Ten Days



(Monday, June 23 through Wednesday, July 2)

- Total BRC Requests Submitted = 2,221
- Total Licensees Submitting = 434
- Total Providers Submitting = 667
- Total Users Submitting = 521
- Total CCR&R Submitting = 9
- Postage Saved = ~\$1,700

Other Common Questions About the BRC Process



- Who should be a reviewer?
- What is the difference between a licensee-reviewer, a reviewer with authority, and a reviewer with access?
- How many reviewers should my program have?
- How often should I re-BRC my reviewers and staff?
- Where should I send BRC Reviewer applications?
- What information do I need to submit a BRC for a prospective employee?
- How should I conduct a discretionary review?
- What can I do with a prospective employee before receiving the DSS BRC results? What does the new regulation mean? What is “unsupervised contact”?



Helpful BRC Hints

- **To use the new system:**
 - Make sure your BRC submitters and reviewers have access to the BRC Manager
 - If you do not already have two Reviewers, consider requesting an additional reviewer (and make sure your reviewers log on to the new system)
- **To aid the BRC process:**
 - Make sure your hiring process includes all needed components (e.g., ID checks, references, etc.)
 - For resubmitting BRC checks on existing staff, plan to submit them during the light periods of the year for EEC (December through February)


BRC Information on the EEC Web Site



<http://www.eec.state.ma.us/brc.aspx>

EEC - Background Records Check - Microsoft Internet Explorer

Address: <http://www.eec.state.ma.us/brc.aspx>

Department of Early Education and Care 

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Our Organization

- [EEC Board Meetings](#)
- [EEC Board Members](#)
- [EEC Staff Directory](#)
- [EEC Offices and Locations](#)
- [Mission, Goals and Principles](#)
- [How To Contact EEC](#)
- [Work at EEC](#)

What We Do

- [Adoptions and Residential Care](#)
- [Background Check Process](#)
- [Child Care Financial Assistance](#)
- [Child Care Licensing](#)
- [Child Development Associate Scholarship](#)
- [Family Support Programs](#)
- [Grant Programs](#)
- [Professional Development](#)
- [Services for Children with Special Needs](#)
- [Universal Pre-Kindergarten Program](#)

Key Resources

- [Child Care Resource and Referral Agencies](#)
- [Community Partnerships for Children Programs](#)
- [Early Childhood Curriculum Guidelines and Standards](#)
- [ECE Scholarship](#)
- [FY 08 All Rates Charts](#)
- [Health and Safety](#)
- [Providers by EEC Region](#)
- [Reports and Research](#)
- [State Plan](#)
- [Guidance for Programs](#)
- [Helpful Links](#)

EEC Background Record Check Information & Forms

Below are the forms necessary for your program to file with EEC in order to receive approval of your program's Licensee and Reviewer(s). You may download these forms by clicking on the links below. Instructions on how to access the Employee/ Volunteer/Intern Consent form also appear below, along with EEC's Technical Assistance Paper on Background Record Checks and other training and resource materials.

In the future, other forms and resource materials may be posted to this page in order to assist you with the new Background Record Check process. Please send any comments or questions to: CORComments@massmail.state.ma.us

Note: For instructions on new Single Sign In, please review the following documents

- [Single Sign-in Overview](#)
- [Single Sign-in BRC Registration](#)

EEC RELEASES A NEW ONLINE BACKGROUND RECORD CHECK (BRC) APPLICATION. REGIONAL OFFICE BRC INFORMATION SESSIONS SCHEDULED JULY 1 TO JULY 11.

EEC has released a new web-based application for submitting and tracking Background Record Check (BRC) requests for current users of online BRC via eCCIMS. When accessing your eCCIMS account you will be re-directed to the Single Sign In (SSI) application. SSI is a single entry point to all EEC web-based applications, the new BRC being one of them. For an overview of the application [click here](#)

From July 1st through July 11th, EEC will hold a series of informational sessions at each EEC regional office regarding the background record check process. Programs interested in attending can find the schedule, locations, and RSVP information by [clicking here](#).

Regulatory changes, effective on March 21, 2008, provide EEC with the ability to define certain limited circumstances under which a candidate for employment in an EEC licensed and/or funded program could begin work after the completion of a Criminal Offender Record Information (CORI) investigation, but prior to the completion of a Department of Social Services (DSS) background check investigation. To view the Regulatory changes and the new Policy regarding when a program may allow a candidate to begin work prior to the completion of the DSS portion of the required BRC investigations [click here](#)

- BRC Training (Required Brainshark Training for All Licensee and Reviewer Applicants)
 - [BRC Training with Sound Narration \(for high speed Internet connection\)](#)
 - [BRC Training with No Sound Narration \(for low speed Internet connection\)](#)
- NOTE: For best use, choose the "notes pages" version to print. This will provide copies of the narration text, in addition to the slides.
- [LICENSEE/APPLICANT REQUEST FORM](#)
- [REVIEWER REQUEST FORM](#)
- [Instructions](#) on how to access the EMPLOYEE/VOLUNTEER/INTERN CONSENT form.
- [EEC's Technical Assistance Paper on Background Record Checks](#)
- [EEC Background Record Check Regulations 806 CMR 14.00](#)
- INSTRUCTIONS FOR eBRC ON eCCIMS
 - [For Licensees](#)



Contacting EEC

- **For technical assistance regarding the use of Web-BRC such as:**
 - Registering a new user
 - Disabling an existing user
 - Entering a BRC submission
 - Printing the BRC receipt
 - Receiving and printing electronic results
 - Viewing results
 - Changing your password
 - Changing your user id
- Please contact the **EEC Help Desk** at eechelpdesk@massmail.state.ma.us [include program, program number (if known), contact name, phone number, and question and the Help Desk will be back in touch with you]
- **For questions regarding:**
 - The content of a CORI or DSS report which you have received.
 - BRC regulations, policies and processes.
 - Any BRC results (CORI or DSS) listed in Web-BRC with a mail date that have not been received by your agency within 5 days of the mailing date listed.
- please contact the **BRC Unit** at 617-988-7801.

Questions and Answers



Please let us know if you have any questions or suggestions.

